

**Department of Employee Trust Funds
WRS Extranet User Manual**

APPENDIX D – EXTRANET SIDE MESSAGE CODES

MESSAGE	DESCRIPTION
User not authorized	<p>The UserIDs specified is not authorized to use this server. Please enter a valid UserIDs and password or contact us for a valid UserIDs and password.</p> <p>THIS SYSTEM IS FOR AUTHORIZED USERS ONLY; SYSTEM ACCESS IS MONITORED, BY USING THIS SYSTEM YOU EXPRESSLY CONSENT TO THIS MONITORING. EVIDENCE OF UNAUTHORIZED ACCESS WILL BE PROVIDED TO THE APPROPRIATE LAW ENFORCEMENT AGENCIES.</p>
Access Revoked – Your User ID's Access has been revoked.	If you encountered problems, please call (800) 689-7622 . When calling, make sure you mention that you are trying to change your extranet LogonID that has been revoked.
Internal Error Occurred	An internal error has occurred. Please call (800) 689-7622 to report that an error occurred while trying to change your password.
Password Expired	<p>Your Password has Expired.</p> <p>If you encounter problems, please call (800) 689-7622. When calling, make sure you mention that you are trying to change your password from the extranet.</p> <p>The password you select must be a combination of five to eight characters and/or numbers. Choose a new password that does not match any of your last five passwords. The password is your key to secure applications and must remain CONFIDENTIAL. Please select a password that you can remember but one that others will not easily guess. If you ever have reason to believe that your password has been compromised, please change it at once and notify the DOA Customer Help Desk at (800) 689-7622.</p>
New Password Already Used	The new password you entered was the same as one of your last five passwords. You must pick a different new password than one of your last five. Press the "Try Again" button below and enter a valid new password.
Invalid New Password Entered	The new password you have entered does not meet our standard password guidelines. Press the "Try Again" button below and enter a valid new password.
Invalid Old Password Entered	The old password you have entered is not correct. Press the "Try Again" button below and enter your old password correctly.
Password Successfully Changed	Your password has been changed. You will need to re-enter your Extranet address or application (URL). When prompted, you will need to enter your user name and your new password to access your application.